

19 APR 1984

OFFICE OF PERSONNEL MEMORANDUM NO. 20-7-2

30 March 1984

OFFICE OF PERSONNEL MEMORANDUM

SUBJECT: Sensitivity to Potential Grievances

1. Recently, an Inspector General (IG) review of a grievance case disclosed the need for a focal point in the Office of Personnel (OP) to coordinate claims which cross several components of the Special Programs (SP) area; i.e., insurance, retirement, workmen's compensation, etc. As a consequence of the IG's review, I have designated the Deputy Director of Personnel for Special Programs (DD/OP/SP) as this focal point officer within OP. DD/OP/SP will be responsible for coordinating all cases that have the potential for a grievance with other affected offices such as the Office of General Counsel, the Office of Medical Services, and the component personnel officer. It is imperative that these troublesome cases be quickly identified by the component personnel officer and that DD/OP/SP be notified at the earliest possible moment.

2. While I have designated DD/OP/SP as the Agency's focal point, I still consider the component personnel officer to be in the best position to identify potential grievance cases. Component personnel officers should know their employees better than the main office; should be aware when employees have applied for retirement, worker's compensation, advanced sick leave, etc.; and should also know any other personal issues which may complicate settlement of any claims or applications for benefits. The most crucial element is that there be no breakdown in communications between the employees, the component personnel officers, and in turn the main Office of Personnel. I expect component personnel officers to work closely with DD/OP/SP to identify cases requiring this extra special attention, to assess the situation, and ensure all necessary and required actions are taken promptly and with proper consideration given to Agency employees and their families. With this cooperative spirit, we should be able to eliminate many grievances.



Robert W. Magee
Director of Personnel

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